

RL PALOOZA '19

Sessions



This session is CE certified

★ Customizing the RCA Module for Tailored Summaries

RL6:RootCause

Need a special form to report to a regulatory agency for sentinel event reviews? Looking for additional options in the RCA module? Look no further! Attend this session to learn how you can customize your RCA form for printing tailored summaries using basic system admin knowledge while keeping it simple for your RCA file managers.

Alison Butler *System Director of Risk Management, Northern Light Health*

👤 Introduction to Forms Designer (2 Hours)

RL6 Suite

Roll-up your sleeves and double down on learning the foundation of Forms Designer. In this 2-hour hands-on experience you will learn fundamental elements of forms design - walking away a winner with the ability to build and modify basic forms in RL6!

Amanda Salivo *Senior Business Support Analyst, RL Solutions*
Jelise Ngo *Optimization Specialist, RL Solutions*

📄 Creating Exciting Dashboards Using the New Dashboard Manager

RL6 Suite

Get an overview of the new customizable Dashboard Manager. This session will demonstrate how users can create remarkable charts to target different audiences and use the powerful dashboards features to assist in creating impressive presentations.

Ashley Chase *Optimization Specialist, RL Solutions*

👤 Introduction to Report Editor (2 Hours)

RL6 Suite

Get ready to learn the fundamentals of building useful reports with the Report Editor. Together we will also explore different report types, including the newly introduced Pareto and Control charts, so that you can get the most value from your RL6 data. We hope that what happens in this session, does NOT stay just in Vegas.

Carolyn Rosa *Professional Services Analyst, RL Solutions*
Mithula Bavanandan *Professional Services Analyst, RL Solutions*

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★ Documenting Risk Management's workload using RL6:Risk

RL6:Risk

How does University of California keep track of work performed by the Risk Management departments as well as share trends system wide? By reporting in RL's Risk software. Learn how they provide early notice of possible claims to their Third Party Administrator (TPA). Join this session to see how UC's Risk teams found efficiencies in their process by maintaining history and reporting on the work being performed.

Ivy Kolvan *Project Lead, System-wide Event Reporting and Data Management - UCOP Risk Services Center of Excellence, University of California - Office of the President*
Brenda Lillington *Program Manager, Professional Medical and Hospital Liability Program, University of California - Office of the President*

Continued...



★ Optimizing Submission Forms: Takeaways from a Lean Project Five Years Post Go Live

RL6:Risk and RL6:Feedback

MemorialCare went live with RL in 2013. At that time, forms were customized by the stakeholders and subject matter experts. Five years later, they received staff feedback stating the forms were not very easy to use and were time consuming. Hear MemorialCare's story on how they conducted a Lean Event (5S) to optimize their submission forms, reduced total fields by 40-60% and reduced submission time by 40%.

[Lisa Matheson](#) *Manager Clinical Risk Informatics, MemorialCare Health System*

[Dana Platt](#) *Executive Director, Clinical Risk and Patient Safety, MemorialCare System*

[Christy Rogowski](#) *Optimization Specialist, RL Solutions*

☰ What's New in RL6?

RL6 Suite

Learn about how the RL product has evolved over the past year. From recently released features to getting a sneak peek of what's coming, get first row seats to hear about all the exciting things that are coming your way in RL6.

[Faroud Haniff](#) *Product Manager, RL Solutions*

[John Campbell](#) *Product Manager, RL Solutions*

This session is CE certified

★ Doubling Opportunities with Hand Hygiene Compliance

RL6:Infection

CancerCare Manitoba was looking to collect and report on their hand hygiene data easily and efficiently. In 2018, they started using RL's Hand Hygiene component of the Infection module. Find out how they've been able to double their opportunity for recording hand hygiene compliance and use their data in a variety of different ways.

David Phillips *Facilitator - Quality, Patient Safety and Risk, CancerCare Manitoba*

This session is CE certified

★ Improving Patient Safety Reporting in Primary Care Practices

RL6:Risk

Patient safety events occur up to 300 times more frequently in the ambulatory setting than in hospitals. Much has been accomplished in the hospital setting due to regulatory bodies and the risk for immediate harm. However, little structure exists for patient safety management in the ambulatory setting. Learn about the pilot program initiated by Lehigh Valley Physicians Group to develop a formalized patient safety event reporting structure including taxonomy of events, eliciting barriers and facilitators related to reporting, dissemination of the process among ambulatory practices, and more.

Brian Stello *Associate Medical Director for Quality and Safety for Lehigh Valley Physicians Group and Vice-Chair of Family Medicine, Lehigh Valley Health Network*
Megan Snyder *Patient Safety Officer, Lehigh Valley Health Network*

💡 Explore the New File Submission Tracker (30 Mins)

RL6 Suite

Wonder what happens to files after submission? Wonder no more! With the new File Submission Tracker, keeping your frontline staff engaged and committed to patient safety just became easier.

Farrah Dastur *Optimization Specialist, RL Solutions*

📄 Making Reports and Dashboards Work for Your Organization

DatixWeb

Go beyond ad hoc searching and reporting. Join us as we take a deeper dive into Datix Reports and Dashboards. Learn how to create relevant Reports and Dashboards at the department as well as executive level.

Datix Team

💡 The Ands and Ors of Expression Editor (30 Mins)

RL6 Suite

Brittany or Elvis? Brittany and Elvis? Put on those blue suede shoes one more time and brush up on building expressions using the Expression Editor. We'll be covering usage of different operators and when best to use "And" vs "Or".

Farrah Dastur *Optimization Specialist, RL Solutions*

This session is CE certified

★ Feedback Informing Risk: Insights into Patient Safety Culture in an Ambulatory Hospital

RL6:Feedback

Women's College Hospital (WCH) is an academic ambulatory hospital with over 300,000 annual visits within 60 different clinical programs and services. WCH's Patient Relations and Risk Management teams often rely on the use of RL6:Feedback data as a major source of patient safety information. This session will illustrate how RL6:Feedback data has helped WCH to not only better understand their patient's experience, but also how it has led to important quality and safety improvements through case examples and shared learnings.

Kathy Callfas *Manager, Patient Relations & Risk Management, Women's College Hospital*

Marie Pinard *Director, Quality, Safety & Patient Experience, Women's College Hospital*

📄 Why SaaS? Key Benefits of Cloud Delivered Software

RL6 Suite

Cloud delivered solutions are becoming more prevalent in the healthcare industry. What does this mean for you or your organization? Bend the odds to your favor and join this conversation to learn about the key benefits of Software as a Service (SaaS).

Adriano Parrotta *Director, Product Marketing, RL Solutions*

Nigel Ayen *Data Engineering Specialist, RL Solutions*



Advanced Report Designer Functions

RL6 Suite

Are you an advanced user of the Report Designer looking to level up your skillset beyond the use of formatting tools? Look no further as this session is for you! Join this session to learn various data manipulation techniques and formulas unique to the Report Designer, to provide outputs that cannot be captured elsewhere in the RL6 application. Push the limits of what you previously thought was possible with your reporting!

Amy Cannon *Optimization Specialist, RL Solutions*

This session is CE certified

Identifying Safety Reports Beyond Voluntary Reporting

RL6:Risk

Technology can often assist with increasing event reporting efforts to promote a high reliability culture and reduce harm to patients. However, often only a fraction of events gets captured which may not reliably identify safety events. Learn how Texas Health used Hospital Acquired Conditions (HAC) and Patient Safety Indicators (PSI) along with the File Interchange Module (FIM) to import batch files into RL6:Risk to include administrative coded data in their reporting efforts to become a highly reliable organization.

Denise Chreene *Program Manager for Patient Safety/Risk Management, Texas Health Resources*

Thanh Tran *Business Intelligence Analyst, Texas Health Resources*

Beyond Constraints: Introducing Location Lookup (30min)

RL6 Suite

Learn how the new location import and lookup tools can be used to simplify the management of large location structures within RL6.

Matt Hall *Technical Implementation Engineer, RL Solutions*

This session is CE certified

Re-imagine Event Reporting, Sculpting an Iconic Program

Interested in taking a deeper dive into understanding what makes an event reporting program successful? Then this session is for you! Join this session to understand why more isn't always better. Come together to share strategies and innovative solutions for knocking down walls that prevent event reporting. This session will give you a deeper appreciation of how the power of engagement at all levels of the organization drives a reporting culture. Participants will leave with a self-assessment tool that will help them re-imagine a better event reporting program built on the keystone of a safe and trusted, just culture.

Denise Shope *Risk Management Consultant and ASHRM President, RCM&D and ASHRM*

This session is CE certified

Co-Presentation: A Conversation Around Safety Huddles

RL6:Risk

Daily reviews of incidents and safety trends allows hospital teams to make recommendations to improve staff safety to become a highly reliable organization. Join the speakers from Scarborough Health Network and North Shore Medical Centers to learn about the success from their Safety Huddles program. Learnings will include: how the information collected from the RL software guides the development, implementation and execution of safety huddles as well as the effectiveness of these huddles at the organization.

Ann Sideris *Director Workplace Health and Safety; Scarborough Health Network*

Debbie Colangelo *Employee Health Management WSIB Specialist, Scarborough Health Network*

Melissa Freeman *Patient Safety Manager, North Shore Medical Center*




 **Advanced Forms Designer
(2 Hours)**

RL6 Suite

Are you ready to go all in with your forms design skills? Build on your existing forms design knowledge and learn how to make advanced form changes without risking it all. Key topics in this session will include: creating your own forms, pop-up grids, multi-pick fields and more. Join this hands-on training to double down on form designer and maximize your skills.

[Ashley Chase](#) *Optimization Specialist, RL Solutions*
[Sameen Motani](#) *Professional Services Analyst, RL Solutions*

This session is CE certified

 **Launching RL at a Pediatric Health System to Improve Reporting and Engagement**

RL6:Risk and RL6:Feedback

Children's Health System of Texas is committed to building a safety network across their organization to improve care while fostering stronger connections with each other and their patients. With the support of the multidisciplinary resource team, Children's Health implemented RL's software. Learn how in one year they've noticed an increase of 38% in reporting, improved leadership awareness and engagement, increased access to real time data with the report center, increase staff engagement and more.

[Cortney Thomsen](#) *Program Manager- Quality & Patient Safety, Children's Health System of Texas*


 **Advanced System Administration
(2 Hours)**

RL6 Suite

Calling all seasoned system administrators with advanced experience in Reports and Forms Designer. This master class is geared towards you and will cover cross-modular topics such as formulas, general system administration (Alerts, BUSA, Audit Log Fields, Roles and more). You'll be walking out feel like an RL System Rockstar after this 2 hour session.

[Amy Cannon](#) *Optimization Specialist, RL Solutions*
[Christy Rogowski](#) *Optimization Specialist, RL Solutions*

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 **Industry Updates and Roundtable Discussion with the American Hospital Association (AHA)**

Join representatives from the American Hospital Association for updates and discussions about the latest trends shaping the industry.

[Members of the American Hospital Association](#)

Continued...

One Year Later: The Improved Report Center

RL6 Suite

You asked for it, we listened! The Report Center recently went through a major functionality overhaul. Set yourself up for a win and learn about the new changes, chart types (like control and Pareto charts), as well as improvements made to report folders and security settings.

[Carolyn Rosa](#) *Professional Services Analyst, RL Solutions*
[John Campbell](#) *Product Manager, RL Solutions*

This session is CE certified

Strategies for Employee Engagement: Increasing Usage, Optimizing Reports, and Fostering Innovation

DatixWeb

Dashboard reporting in DatixWeb is a powerful way to maximize oversight for all users. Effective use of dashboards and reporting helps Unit Managers understand trends in safety events for their unit while increasing accountability hospital-wide. Join the speakers from The Ohio State University- Wexner Medical Center to learn about the success of their dashboard initiative. Learnings will include: how to increase use of dashboards, innovative strategies for use of the dashboards, and various employee engagements to increase reporting.

[Marsha Jervas](#) *Senior Quality Manager, OSU-Wexner*
[Stephanie Thomas](#) *Senior Data Manager, OSU-Wexner*

User Groups - A Star is Born

RL6 Suite

Save your luck for the roulette tables because we're taking the guesswork out of managing users with RL6 User Groups. Learn how this feature enhancement can help administrators better manage their users. Together we will examine typical and frequent administration scenarios to showcase how User Groups can help you organize and save time.

[Mithula Bavanandan](#) *Professional Services Analyst, RL Solutions*



This session is CE certified

★ How to Define Department Guidelines and Establish Standard Work Process for Complaint Management

RL6:Risk and RL6:Feedback

Standard work is the practice of setting, communicating, following, and improving standards. Establishing standard work begins with creating, clarifying, and sharing information to find efficiencies in processes. To continue to meet their patient's standards and CMS requirements the Care Experience Department at Henry Ford Hospital (HFH) redesigned their complain management work-flow and process. Join this session to learn how the Care Experience Department and he leadership team at HFH worked together to redesign standard work, including complaint management, workflows and processes in an effort to fully comply with the CMS requirements using RL's software.

Vanessa Mona *Director, Care Experience, Henry Ford Hospital*

📄 The Fundamentals of BUSA (Batch User and Scope Administration)

RL6 Suite

Let us guide you through some of the great features within the RL6 BUSA tool. Learn how to add multiple new users at the same time, how to batch change user's settings in one go and create batch scopes and much more! If you manage RL6 users within your organization, this is the session for you.

Jason Green *Support Services Manager, RL Solutions*

This session is CE certified

★ Validating Hard Work and Improving Patient Experience Using RL6:Feedback and FIM

RL6:Feedback

Getting a holistic picture of your patient experience can be a hard task. Hendrick Health System wanted to think beyond just your formal grievances and complaints. Get the full picture of patient experience with Hendrick Health System to improve the care and experience of your patients. Learn how they built PR Activity Forms, tracked and recorded discharge calls to ensure transitions for selected at-risk populations, as well as the use of negative patient experience survey to analyze rich data for better care.

Brad Thompson *Director of Risk, Compliance, and Patient Experience, Hendrick Health System*

📄 The Glitz and Glam of Safety Huddles

RL6 Suite

Safety Huddles are becoming a tremendously valuable tool in the pursuit of the highest quality of patient care. RL's newest Safety Huddle module successfully augments Quality programs, serving as an easy-to-use meeting facilitation tool. Be the first to know and get a sneak peek into RL's latest tool. Join this session to understand how to use the Safety Huddles tool to connect the daily meetings with key RL6 data (Files, Patients, etc.) supporting the efficient collection of staff updates.

Faroud Haniff *Product Manager, RL Solutions*
Dr. Tom Peterson *VP, Quality and Safety, Munson Healthcare*

This session is CE certified

★ Wow! Great Catch! Safety Engagement Initiatives for Frontline Physicians

RL6:Risk

The Quality and Safety departments at UC Davis Medical set a goal to increase frontline physician participation in event reporting. Within the year, they were able to see an increase of 115% in physician reporting. How did that happen? Join this session to learn some tips from the UC Davis team. Topics include: how to provide RL education, implement a physician event reporting hotline and more!

Denise Selleck *QI Nurse Analyst, UC Davis Medical Center*



This session is CE certified

★ Co-Presentation: A Collaborative Discussion on Best Practices in Patient Relations

RL6:Feedback

Connect with other Patient Relations colleagues about best practices in Patient Relations operations. This session will discuss organizational structure, processing and categorization of patient and family issues, utilizing RL6:Feedback to track issues with discrimination or workplace violence, and data reporting. Join the conversation as the presenters share their insights.

Elizabeth Deacon AVP, Patient & Provider Advocacy, Ochsner Health System

Heather Gabler Patient & Provider Advocacy Manager, Ochsner Baptist

Megan Hirsch Assistant Director, Patient Relations, The Johns Hopkins Hospital

Nicole Iarrobino Senior Project Administrator, The Johns Hopkins Hospital

📄 Form Design: Small Changes, Big Impact

DatixWeb

Join us as we take a look at how small form design changes can have a big impact on the gathering of data within your organization.

Datix Team

📄 Customizable Root Cause Forms

RL6 Suite

Investigate, Analyze and Implement! Learn how to leverage the new and flexible RL6: RootCause Analysis module to build new forms. This session will demonstrate new form types as well as tips and tricks that you can take back to your organization to enhance your RCA efforts.

Sameen Motani Professional Services Analyst, RL Solutions

👤 Introduction to Forms Designer (2 Hours)

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Amanda Salivo Senior Business Support Analyst, RL Solutions

Jelise Ngo Optimization Specialist, RL Solutions

📄 Working with Transactions and Formulas in Claims

RL6 Suite

Class is in session, and this one will teach you all that you need to know about transactions! Learn how to create and modify transaction types, split them across parties and update formulas in order to include any new transaction types.

Mustafa Najjar Implementation Manager, RL Solutions

This session is CE certified

★ Driving Change with Data: A Hospital Acquired Conditions Story

RL6:Risk

A goal for the Hospital for Sick Children is to eliminate all preventable harm including Hospital Acquired Conditions (HACs) as they cause harm to patients. Learn how to leverage the RL software to collect data for various hospital acquired conditions and use it to help drive change in your organization. This session will teach you how to extract and analyze the information to develop improvement initiatives.

Shagan Aujla Program Manager, Safety Reporting, Hospital for Sick Children

👤 Introduction to Reports Designer (2 Hours)

RL6 Suite

Jazz up your reports using the Report Designer. Learn the fundamentals by understanding report bands, structure, and the editing of data sets, properties and much more!

Carene Chung Professional Services Analyst, RL Solutions
Farrah Dastur Optimization Specialist, RL Solutions

This session is CE certified

★ A Day in the Life of a System Admin

RL6:Risk, RL6:Feedback, RL6:RootCause, RL6:PeerReview, RL6:Claims, RL6:Infection, RL6:RiskRegister and RL6:Mobile

New to RL and feeling overwhelmed as a System Administrator? Don't worry, we've got you covered! Join this session for tips and tricks and learn how to easily navigate in your new role. Hear from RL HUB Champions on how they've navigated their responsibilities using the RL6 software and helped their Patient Safety experts by supporting their needs.

Joan Dion *National Risk Management Data Manager, Prospect Medical Holdings*

Kristen Nicholas *System Business Analyst, Allegheny Health Network*

This session is CE certified

★ MD Anderson: Developing a Robust Safety Event Reporting Culture

DatixWeb

Identified by MD Anderson leadership as a key initiative for the organization. MDA is supporting a year-long process to develop and improve upon their Event Reporting Culture. Driven by results of the Culture of Safety Survey. MD Anderson will discuss key initiatives driving this change including; Overall Goals, Closing the Feedback Loop, Daily Safety Huddles.

John Bingham *VP, Performance Improvement, MD Anderson*

LaTasha Burns *Director, Patient Safety & Accreditation, MD Anderson*

Tamu Abreu *VP, Performance Improvement, MD Anderson*

💡 Active Directory Authentication – What's New? (30min)

RL6 Suite

Did you know? RL6 now offers more capabilities than ever for clients using Active Directory for user authentication. Join this session for an overview of these new options and get started on streamlining your user management process.

Matt Hall *Technical Implementation Engineer, RL Solutions*

This session is CE certified

★ Moral Resiliency and Compassion: Fatigue-Finding the Balance

RL6:Risk and RL6:Feedback

The number of highly complex and complicated cases throughout healthcare sectors are on the rise. These cases have multiple and diverse concerns across the continuum of care and often require many stakeholders to be involved as well as ask for a significant investment of time on follow-up conversations. Learn how the team at Baycrest was able to use RL as a method to identify such cases and hear their strategies to manage them through an ethics and client engagement lens.

Anthony Foster *Client Relations and Experience Coordinator Baycrest*

Paula Tohm *Client Relations & Experience Officer, Baycrest*

💡 Making a Worthwhile Bet with RL6:RiskRegister (30min)

RL6 Suite

Risk often influences many of our decision whether personal or work related. It even has the potential to significantly alter the future and the impacts grow exponentially when we consider large-scale companies like hospitals delivering care. Join this bite-sized session to explore how you can use the RL6:RiskRegister module in managing your risks.

Derek Rose *Regional VP, Sales, RL Solutions*

Faroud Haniff *Product Manager, RL Solutions*

This session is CE certified

★ Moving Beyond “Continue to Monitor”: Measuring and Motivating Manager Follow-Up

RL6:Risk

Patient safety event reporting goes beyond just capturing the event! It allows organizations to investigate into the system design, as well as implement strong system changes. A critical part of this process is manager follow-up, which allows for organizational learning and improvement. Yet, most events have little follow-up documented, and is often vague and unhelpful like, “continue to monitor.” Join Johns Hopkins as they share how they developed a rating system for manager follow-up, benchmarked, transparently shared data, implemented interventions to improve high-quality follow-up, and configured RL6 to facilitate communication of follow-up to reporters.

Eileen Kasda *Assistant Director of Patient Safety Analytics, Johns Hopkins Health System*

Nisha Sinha *Systems Specialist, Johns Hopkins Health System*

A Full House of Patient Cards: Overview of the Patient Center

RL6 Suite

Introducing the new Patient Center! A robust tool that provides users with all information relating to a patient - in one place. Join this session to get an overview of the Patient Center, including patient cards, creating a new file and the Patient Center Management page.

[Erin Reesor](#) *Optimization Specialist, RL Solutions*

This session is CE certified

Improving the Coding and Capture of Workplace Violence Events

RL6:Risk

SCL Health had been diligently capturing workplace violence information for almost five years when they spotted newer opportunities for improving their data quality and event responses. With a collective Lean project focused on improving the coding of WPV events, the SCL Health staff were able to find a new approach to make reporting easier for front line users. Join this session to learn how SCL enhanced the coding pathways to increase the quality of their data for event management and reporting.

[David Brand](#) *RL6 System Administrator, SCL Health*

Advanced System Administration (2 Hours)

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[Amy Cannon](#) *Optimization Specialist, RL Solutions*
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Blogs and Videos: Tools for Sharing Patient Safety Stories and Educating Staff

RL6:Risk, RL6:Feedback, RL6:RootCause, RL6:PeerReview, RL6:Claims, RL6:Infection, RL6:RiskRegister and RL6:Mobile

You don't have to be Arianna Huffington or Steven Spielberg, or even have a million-dollar budget to create impactful stories to share within your organization and beyond. Learn how Brigham and Women's Hospital developed a robust blog and video series to share their patient safety stories globally to teach the value of safety reporting and functionality of RL. The concepts covered in this session are applicable both professionally and personally.

[Andrea Shellman](#) *Lead Program Manager, Brigham and Women's Hospital*

Continued...

What's New in Environment Manager?

RL6 Suite

The RL Environment Manager is becoming the one-stop-shop for configuring, updating and managing your RL6 software. Learn about how the new features available in the latest version of the Environment Manager let you maintain RL6 all in one convenient tool.

[Matt Hall](#) *Technical Implementation Engineer, RL Solutions*

This session is CE certified

Using Simplified Submission Forms to Track Hospital-Acquired Pressure Injuries

RL6:Risk

Hospital-Acquired Pressure Injuries (HAPIs) are complex in nature. Capturing data on them, shouldn't be. Learn about North York General Hospitals new submission form developed specifically to provide a consistent approach in capturing HAPIs within the organization. Hear how this simplified user-friendly form gave them the ability to track the presence of multiple pressure injuries and progressing wounds, thus allowing them to measure its impact for a more targeted quality improvement approach.

[Candy Law](#) *Patient Safety and Risk Specialist, North York General Hospital*

[Jennifer Montgomery](#) *Patient Safety and Risk Specialist, North York General Hospital*



This session is CE certified

★ Co-Presentation: Ask the Admin

RL6:Risk, RL6:Feedback, RL6:RootCause, RL6:PeerReview, RL6:Claims, RL6:Infection, RL6:RiskRegister and RL6:Mobile

Looking for ways to better engage the RL users at your organization? Start by offering online "Ask the Admin" sessions. Hear from the experts themselves! Join this session to learn how you too can engage your file managers and frontline users easily. Topics include: how to organize large online Q&A sessions to engage staff using tools like Skype, increase greater RL6 use throughout the organization, increase your own organizational visibility and help others recognize they are not alone with their RL6 questions.

Kevin O'Bryant Associate Database Administrator,
Vanderbilt University Medical Center

Naomi Hansen Business Analyst II,
University of Utah Health

📄 Join the Global Movement to Improve Patient Experience

RL6 Suite

RL's excited to announce the launch of two new solutions to support your Patient Experience improvement goals. Join this session to learn how the new Patient Experience Surveys can help you collect feedback directly from patients and their families securely, anonymously and in real-time. But that's not all! Pair this with the newly revamped Public Submission solution so that data from your website can automatically filter into RL6 files. Be the first to see how these tools can improve your Patient Experience scores and ultimately improve outcomes for your patients.

Heidi Chodorowicz Product Manager, RL Solutions

This session is CE certified

+ Industry Updates and Roundtable Discussion with the American Hospital Association (AHA)

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[Farrah Dastur](#) *Optimization Specialist, RL Solutions*

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ECRI's 2019 List of Top 10 Patient Safety Concerns: How Do Yours Compare?

With so many opportunities to improve patient safety, choosing where to direct budget can be difficult. To help guide these challenging choices, ECRI Institute compiles an annual list of the top 10 patient safety concerns. This session will review each of the 2019 top concerns and suggest risk mitigation strategies to help healthcare organizations effectively address these priorities.

[Kathy Connolly](#) *Director of Patient Safety, Risk and Quality Strategy Business Development, ECRI Institute*

This session is CE certified

Supporting Process Improvement with the RL Guiding Team, RSO and Kaizen Methodology

RL6:Risk, RL6:Feedback and RL6:Claims

Virginia Mason Medical Center supports a culture of continuous improvement. With resources like the RL Guiding Team, Remote Optimization (RSO) services and the Kaizen methodology, they are able to streamline their processes for better results. Learn how they partnered with their RSO to create an approach for the review and closure of Patient Safety Alerts using the Kaizen process. Hear about the involvement of the leadership teams in the process and how the RL Guiding Team worked with their Optimization Specialist to develop an Optimization Plan enabling them to create a Customer Project Timesheet.

[Karen Markwith](#) *Director of Quality, Safety and Risk, Virginia Mason Medical Center*

Hit the Jackpot with FIM Data Imports

RL6 Suite

Looking to integrate other application systems with RL6? Learn how to design, map, and import external data into the RL6 application to automate the process of creating and updating files.

[Nigel Ayen](#) *Data Engineering Specialist, RL Solutions*

This session is CE certified

Workplace Violence Can't Be the Norm

RL6:Risk and RL6:Feedback

Health care workers are increasingly facing significant risks for workplace violence (WPV). The Prevention of WPV Committee at Beth Israel Deaconess Medical Center (BIDMC) took action to decrease that risk with the implementation of a well-informed WPV prevention program. Hear about the benefits provided by the data collected in RL's Safety Reporting System in understanding the prevalence and severity of the problem. Join the session to learn how BIDMC successfully planned and launched various interventions aimed at improving reporting practices and reducing episodes of WPV.

[Taj Qureshi](#) *Quality Improvement Project Manager, Beth Israel Deaconess Medical Center*

This session is CE certified

★ Co-Presentation: A Conversation on Using Data for Better Insights

RL6:Risk, RL6:Feedback, RL6:RootCause, RL6:PeerReview, RL6:Claims, RL6:Infection, RL6:RiskRegister and RL6:Mobile

We often rely on good data to support and make our decisions. So how can we use that data to take appropriate action? Join the speakers from Duke University Health System and Lucile Packard Children's Hospital at Stanford to learn about how the data collected through RL's software provided them with better insights allowing them to be transparent and to drive an informed culture of safety.

Cynthia Gordon *Administrative Director, Quality, Duke University Health System*

Sandy Dunn *Patient Safety Data Coordinator, Lucile Packard Children's Hospital at Stanford*

☰ Make Your RL6 Upgrades a Safe Bet

RL6 Suite

Upgrading to the latest version of the RL software just got easier. Now you can always stay up to date with the latest features with this easy process. Join this session to get a walk through of the in's and out's of an RL6 upgrade including the RL6 Environment Manager, planning and testing strategies, and common FAQ's. If you are a system administrator or involved in the update process, this session is for you!

Jason Green *Support Services Manager, RL Solutions*

This session is CE certified

★ Travelling Through a Journey in Managing Disruptive Behaviors

RL6:Risk and RL6:Feedback

Bedside clinicians can often face stressful and sometimes abusive interactions with patients, families and visitors. To combat such issues, teams at Children's Healthcare of Atlanta leverage the Code Purple Responder team to provide staff the support they need in those situations. Learn how the data collected through the RL software successfully captured trends to help increase support throughout the hospital system. Join this session to travel through a journey from a multidisciplinary team approach to support patient and workplace safety in a timely and decisive manner.

Adella Kelly *Patient Representative Manager, Risk Management, Children's Healthcare of Atlanta*

Sherry Bloomer *Data Management Coordinator, Clinical Effectiveness & Patient Safety, Children's Healthcare of Atlanta*

☰ Managing Safety Alerts with RL6:RiskRegister

RL6 Suite

Improve the event tracking and communication when a critical notification is received by your organization. From policy updates to recalls and more, see how you can use the new Safety Alert form in the RL6:RiskRegister module along with key platform-wide enhancements to organize a coordinated action or reduce the likelihood of future adverse events.

Christy Rogowski *Optimization Specialist, RL Solutions*

John Campbell *Product Manager, RL Solutions*



A Guide to Peer Review Workflows

RL6 Suite

Join this session to get walkthrough a few different Peer Review workflows in detail. Get a demonstration of how committee members, reviewers and providers interact with RL6 in each workflow and an understanding of the built in notifications that are in place.

[Mustafa Najjar](#) *Implementation Manager, RL Solutions*

This session is CE certified

RL: A Catalyst for Patient Experience Improvement

RL6:Risk, RL6:Feedback and RL6:Mobile

The best and brightest healthcare professionals have yet to identify the one key to success to ensure all patients receive a 5-star experience. Solid systems, engaged employees and patients who feel as though they are at the center of their care are part of the equation for success. Join this session to learn how the implementation of the RL software served as a key driver to enhance patient experience by improving how we listen to our patients, engage our people and improve our processes.

[Joan Dion](#) *National Risk Management Data Manager, Prospect Medical Holdings*

[Nichole Aguiar](#) *Systems Director of Patient Experience, CharterCare Health Partners*

Achieving a Royal Flush in RL6: Tips to Optimize your Software

RL6 Suite

Learn how to make the most of your RL6 software. This session will review best practices for system administrators and common recommendations for improvement from System Health Checks.

[Erin Reesor](#) *Optimization Specialist, RL Solutions*

This session is CE certified

Collaborating to Innovate the Future of Feedback

RL6:Feedback

Patient Relations team at Christiana Care Health System wanted to innovate the use of RL's Feedback module to advance their grievance management process. Join this session to hear how they collaborated with their optimization specialist to accomplish that goal. Topics include: substantiating grievances & concerns in accordance with Just Culture, adding true takeaway values to all the data that is measured, streamlining the review and follow up of files, identifying areas of opportunity, as well as resolving grievances & concerns and providing quantifiable value-added data supporting Patient Relations service delivery.

[Brady Johnson](#)

Senior Patient Relations Specialist, Christiana Care Health System

[Denise Barbee](#)

Director of Patient & Family Relations, Christiana Care Health System



This session is CE certified

★ Gaining Better Visibility into Your Patient Safety Events

RL6:Risk

The Quality and Patient Safety department at UC San Diego Health utilizes RL software to prepare a quarterly summary for event reporting to better understand their patient safety events. Their aim is to turn that data into meaningful and actionable insights. Learn how this summary provides insight into event reporting rates, top general event types, and event severity levels across the organization in comparison to previous fiscal years.

Jane McMahon *Senior Analyst, UC San Diego Health*

Ren Manzano *Director of Patient Safety, UC San Diego Health*

This session is CE certified

★ Mortality Case Review: A Multidisciplinary Approach to an Innovative Use of RL6

RL6:Risk

In order to improve the Mortality Case Review process and to maximize our analytic capabilities, NewYork-Presbyterian Hospital (NYPH) selected the RL Risk database to serve as a single repository for all mortalities. This session will focus on how NYPH internal teams and physician end users successfully collaborated to construct a streamlined interface with a unique contextually adaptable workflow, and how this project is influencing future development goals.

Judith Dufault *Data Quality Manager, Quality & Patient Safety, NewYork-Presbyterian Hospital*

Micheal Lyon Loftus *Associate Chief Quality Officer & Associate DIO for Graduate Medical Education, NewYork-Presbyterian Hospital*

This session is CE certified

★ Solutions to a Rising Crisis of Agitated Patients Leaving Against Medical Advice and Fearful Staff

RL6:Risk and RL6:Feedback

The recent increase of substance abuse and an opioid addiction crisis has left health systems struggling to care for an increasingly agitated patient population as they are being treated for acute medical conditions in our health system. This has led to an increase in patients leaving against medical advice (AMA), an increase in re-admission rates and in staff injury related to patient escalation. Join this session to learn how Henry Ford utilized RL for data abstraction, improved reporting and identifying contributing factors, resulting in staff engagement training and patient advocacy. Hear about how they decreased AMA's over a three-year time frame and has improved patient and staff safety.

Abigail Wilson *Quality Risk Specialist II, Henry Ford Health System*

